

AABH CLIENT PERCEPTION OF CARE SURVEY

Finally! A Client Satisfaction Survey Designed for PHP/IOP Settings

A number of good client satisfaction measures are commercially available. However, NONE are designed specifically for partial hospitalization/intensive outpatient programs. In addition, none of them offer national PHP/IOP norms. AABH has partnered with Behavioral Pathway Systems (BPS) to make a very affordable client satisfaction measurement system available that has been designed specifically for partial hospitalization and IOP settings.

About the Survey

The one-page AABH Client Perception of Care Survey contains 15 items and can be completed by most clients in 5 minutes or less. It is designed for adult or adolescent populations. A 5 point response scale (Excellent, Very Good, Good, Fair, and Poor) is employed. The survey measures the following dimensions:

1. Ease of Admission Process
2. Comfort of Facility
3. Helpfulness of Staff
4. Psychiatrist/Prescribing Professionals
5. Helpfulness of Programming/Groups
6. Staff Teamwork
7. Milieu Support
8. Feelings of Safety Outside Program
9. Active Role in Decisions
10. Respect for Recovery Efforts
11. Family Involvement
12. Perceived Impact/Improvement
13. Preparedness for Discharge
14. Instillation of Hope
15. Overall Satisfaction

Relevant Questions

Surveys designed for inpatient settings include numerous items that are inappropriate for PHP/IOP settings. Instruments designed for outpatient settings leave out key dimensions, such as the therapeutic milieu, the treatment team and others. There is no modality quite like PHP/IOP and measures designed for inpatient or outpatient programs miss the mark. Finally, an instrument is available that measures client perceptions in the areas of performance that are unique to partial hospitalization and intensive outpatient settings.

Recovery-Oriented Indices

The AABH Client Perception of Care Survey addresses key dimensions of recovery. Most available instruments do not encompass this increasingly important and sensitive domain.

Data Submission

Completed surveys are sent to Behavioral Pathway Systems, AABH's benchmarking partner, for analysis and reporting. Surveys can either be batch mailed or faxed to BPS. Up to 100 completed surveys per program may be submitted each reporting period.

Benchmarking Reports

Reports are generated twice per year, providing average ratings for each item and percentage breakouts of each response choice (e.g. excellent). Your program's average item scores are benchmarked against national norms.

Fees

The annual (12 month) subscription fee is \$300 for AABH members and \$400 for non-members. This covers up to three programs. Additional programs cost \$100 each.

Multiple Programs

The standard package includes up to three PHP/IOP programs in the base fee. Additional programs cost \$100 each per year. Eligible programs include any type of PHP or IOP program.



Questions?
(877) 330.9870
or write to
info@bpsys.org

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